

Last update: 14 August 2018

Advanced Wellness Solutions Limited

Shipping Policy

Advanced Wellness Solutions Limited ("Mavie", we", "us", "our" or "Company"), a company incorporated in Hong Kong and our principal place of business is at 15/F, BOC Group Life Assurance Tower, No. 136 Des Voeux Road Central, Hong Kong. This Shipping Policy ("DRRP") shall be governed by and construed under the laws of Hong Kong Special Administrative Region and any dispute that goes to court will be heard in the Courts of Hong Kong Special Administrative Region.

Advanced Wellness Solutions Limited stands behind the quality of its products and guarantees your satisfaction. If for any reason you are not completely satisfied with the products, you may return it within 14 days of purchase for a refund as per the terms of the Returns Policy

Delivery of products to you

- a. The products ordered by you will be delivered to the delivery address provided at the time you make your order.
- b. Delivery will be made as soon as possible upon confirmation of payment and after you have submitted the redemption form online at the "redemption page". Delivery will be by way of courier or other similar services, which Mavie at its sole and absolute discretion deems appropriate. You may make special request regarding delivery time by contacting our Customer Service Department at support@mavie.net. While Mavie will try to accommodate such request, Mavie reserves the full rights and discretion to arrange delivery according to the delivery schedule of Mavie.
- c. Title and risk of the products shall pass to you when the products have been delivered by us to you. Once products have been delivered to you, they will be held at your own risk and we will not be liable for their loss or destruction.
- d. Subject always to our right to cancel the order as provided herein, in the event that the products you ordered are unavailable, we will send you a notice notifying you the same, and you will have 7 days from the date of the notice to decide whether you would like to wait for the ordered products or you would like to cancel the order. You have to communicate your decision by written notice to us at support@mavie.net within the 7-day period, failing which we will assume that you would like to wait for the ordered products. For the avoidance of doubt, regardless of your choice, we may always exercise our right to cancel the order any time in accordance with Clause 4.
- e. For delivery of products to you, you may be required to clear customs, pay customs duties, taxes and / or levies, obtain certain license or apply for registration of the ordered products. When ordering from us, you may be considered importer and must comply with all the laws and requirements of the country in which you are receiving the products. Your orders may be subject to import duties, taxes and / or any additional charges for custom clearance, and such charges must be borne by you.
- f. By submitting your order, you agree and confirm that you have accepted the responsibility for customs clearance and payment of customs duties, taxes and / or levies, as well as registration and license requirement (if any). If the products are rejected by the customs of your home country or otherwise returned to us, we reserve the right to charge you an administrative fee per failed delivery and / or to cancel the contract.

6. Liability

If the products that we deliver are not what you ordered or are damaged or defective or the delivery is of an incorrect quantity, we shall have no liability to you unless you notify us such issue in writing at support@mavie.net within five (5) days of the delivery of the products.

If you do not receive products ordered by you, we shall have no liability to you unless you notify us in writing at our Customer Care at support@mavie.net within [7] days of the scheduled delivery date.

If you notify us the abovementioned problems accordingly and Mavie verifies the same, our only obligation will be, at your option:

- i. To arrange delivery of products ordered which have not been delivered;
 - ii. To replace or repair any products ordered that are damaged or defective; or
 - iii. To refund you the amount paid by you for the products in question through your original payment method.
- b. To the maximum extent as permitted by the laws, our liability, whether in contract, tort or otherwise for any loss, damage or injury arising directly or indirectly from any defect in or non-compliance of the products or any other breach of our obligations hereunder shall not in any event exceed an amount equivalent to the price of the ordered products.
- c. To the maximum extent as permitted by the laws, we shall not be liable, whether in contract, tort or otherwise, for any consequential, indirect or special loss or damage of any kind whatsoever arising from purchasing the products or in connection with the products purchased, nor shall we be liable for any damage or loss caused by other persons.
- d. You must observe and comply with all applicable regulations and legislation, including obtaining all necessary customs, import or other permits to purchase products from our side. Certain national laws may prohibit the importation or exportation of certain of our products to you. We make no representation and accept no liability in respect of the export or import of the products that you purchase.
- e. We will rely on the accuracy of all information you provide in your order.
By submitting your order, you confirm that all information provided to us, including but not limited to your delivery address, are true and accurate, and we shall not be liable for any losses and/or delay due to any incorrect information provided in your order.
- f. You shall ensure that the purchased products are used in accordance with the instructions therein contained with the products and the purchased products are not used for any purpose for which they are not suitable, and you shall be responsible for using all necessary skill and care in using the purchased products. We assume no responsibility and should not be liable for any damage or loss resulting from your failure to observe this clause.
- g. We assume no responsibility and should not be liable for any damages or loss arising out of transmission error or delay in transmission via Internet or delay or omission in processing your order.
- h. We assume no responsibility and should not be liable for any damages or loss arising out of or in connection with delay in delivery for whatsoever reasons, including but not limited to incorrect address, failed delivery attempt or rejection by customs.
- i. Any failure or delay in exercising any right, power or remedy herein contained by us shall not constitute a waiver of such and any other right, power or remedy.
- j. Notwithstanding the foregoing, nothing in these terms and conditions is intended to limit any rights you might have as a consumer neither under applicable local law or other

statutory rights that may not be excluded nor in any way to exclude or limit our liability to you for any death or personal injury resulting from our negligence.

Order Delivery Fees:

Shipping to	USD Cost
Singapore	10
Hong Kong	5
South Africa	15
Australia	15
Europe	15
USA	15

Delivery Schedule

An order will be dispatched within 10 Business days after completion of order